

Homeowner Complaints

Brigit Fitting
U.S. EPA Region IX



1. Sally Sprayer



- Velma Viper lives in an apartment next to Sally Sprayer. Velma is concerned because she has noticed lots of "vapors" coming from Sally's apartment. Velma also has noticed that "there are like 50 ant stakes around the building." Velma thinks that these "highly toxic" chemicals are the cause of her many problems. Velma calls you to tell you that she wants Sally Sprayer "to stop spraying."



Homeowner Complaint: 1. Sally Sprayer

- What would you do???



Homeowner Complaint: 1. Sally Sprayer

- Would you.....
 - Interview Sally Sprayer?
 - Interview Velma Viper?
 - Interview their landlord?
 - Inquire about Velma's medical records?
- Provide info. to Sally for pesticide alternatives?



Homeowner Complaint: 1. Sally Sprayer

- What is your Agency's policy for responding to a complaint such as this?
- What do you tell a person to do when there is nothing your Agency can do?
- Do you define your Agency's limitations?
- Do you suggest for them to seek their own resources? Talk to the police? File own nuisance action?



2. Dudley Dawson



- Jimbo calls your office, because he is very concerned about the welfare of his dog, Butch. Jimbo states that Butch is the sweetest of all animals, yet Butch is not feeling well. Jimbo also states that he has found some raw meat in the yard and he thinks that his neighbor Dudley Dawson is using the meat to bait Butch. Jimbo thinks Dudley is poisoning Butch because, **Dudley has threatened to "kill Butch if he barks again!" Jimbo wants you to arrest Dudley for "attempted murder."**



Homeowner Complaint: 2. Dudley Dawson

- What would you do?????



Homeowner Complaint: 2. Dudley Dawson

- What would you do?
- Who would you speak to?
- How would you document this complaint?
- How would you resolve the problem?
- Would follow-up action be taken?



Homeowner Complaint: 2. Dudley Dawson

- What is your Agency's policy for responding to a complaint such as this?
- What do you tell a person to do when there is nothing your Agency can do?
- Do you define your Agency's limitations?
- Do you suggest for them to seek their own resources? Talk to the police? File own nuisance action?

